

Effective Listening Skills Answers

Below are some problems to test your knowledge of effective listening skills. Check the answer you feel is most appropriate.

1. Selective filtering happens when the listener only hears those parts of the conversation that confirm his/her own opinions and views.

☒ TRUE ☐ FALSE

You are correct...

The net effect of selective filtering is a breakdown in communication. Some of the behaviors that lead to selective filtering are rehearsing what you are going to say next, working to get your share of the talking time, trying to impress the other person, and judging what the other person says as irrelevant, illogical, inconsistent, etc.

2. Active listening involves paying attention to the non-verbal as well as verbal messages you send to the other person.

☒ TRUE ☐ FALSE

You are correct...

Most interpersonal communication theories hold that the verbal message accounts for less than 50% of the total message. As a result, your non-verbal communication (gestures, body language, inflection, etc.) has a greater impact than your words. You can improve your non-verbal communication by facing the other person squarely, adopting an open posture, leaning slightly towards the other person, making good eye contact, and being comfortable and relaxed.

3. You must tune out your own reactions and emotions if you want to be an active listener.

☒ TRUE ☐ FALSE

You are correct...

You must be in tune with your own reactions and emotions and be able to quickly sense your own feelings towards the other person to ensure that you are not sending a subtle, non-verbal message that will impede the communication process.

4. By matching and mirroring, you are sending a subtle message that says, "You're the person we want to hire."

☐ TRUE ☒ FALSE

You are correct...

By matching and mirroring, you are sending a subtle message that says, "Hey, I'm just like you." The net effect is that the other person becomes more comfortable and relaxed which will result in increased rapport and more honest responses.

5. Active listeners spend 70% of their time listening and only 30% of their time talking.

☒ TRUE ☐ FALSE

You are correct...

Your primary objective in an interview is to learn as much as possible about the candidate's skills and abilities as they relate to the job requirements. There's an old adage that says, "You can't listen with your mouth open." Active listeners listen much more than they talk.